



7515-01U

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION

[NARA-2021-003]

Agency Information Collection Activities: Proposed Collection; Comment Request;

Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

AGENCY: National Archives and Records Administration (NARA).

ACTION: Notice.

SUMMARY: We have submitted the following generic information collection request (generic ICR) to the Office of Management and Budget (OMB) for approval to continue to collect feedback on our service delivery: “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.” As part of a Federal Government-wide effort to streamline the process to seek feedback from the public on service delivery, we developed this generic ICR to cover all of our requests for feedback on our services. We invite your comments on this ICR.

DATES: Comments must be submitted **[INSERT DATE 30 DAYS AFTER PUBLICATION IN THE FEDERAL REGISTER]**.

ADDRESSES: Send comments and recommendations on the proposed information collection in writing to www.reginfo.gov/public/do/PRAMain. Find this particular information collection by selecting “Currently under 30-day Review – Open for Public Comments” or by using the search function.

FOR FURTHER INFORMATION CONTACT: Tamee Fechhelm, Paperwork Reduction Act Officer, by email at tamee.fechhelm@nara.gov or by telephone at 301.837.1694 with requests for additional information.

SUPPLEMENTARY INFORMATION:

Pursuant to the Paperwork Reduction Act of 1995 (Public Law 104-13), we invite the public and other Federal agencies to comment on proposed information collections. The comments and suggestions

should address one or more of the following points: (a) whether the proposed information collections are necessary for NARA to properly perform its functions; (b) our estimates of the burden of the proposed information collections and their accuracy; (c) ways we could enhance the quality, utility, and clarity of the information we collect; (d) ways we could minimize the burden on respondents of collecting the information, including through information technology; and (e) whether these collections affect small businesses.

We will summarize any comments you submit and include the summary in our request for OMB approval. All comments will become a matter of public record. For this reason, please do not include in your comments information of a confidential nature, such as sensitive personal information or proprietary information.

In this notice, we solicit comments concerning the following information collection. We published this information collection in the Federal Register on July 20, 2020 (85 FR 43880), for an initial 60-day public comment period. We received no comments in response.

Title: Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

OMB number: 3095-0070

Abstract: This information collection provides a means to gather qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with our commitment to improving service delivery. By qualitative feedback, we mean information that provides useful insights into customers' or stakeholders' perceptions and opinions, but not statistical surveys that yield quantitative results that can be generalized to the population of study. Qualitative feedback provides insights into perceptions, experiences, and expectations, provides an early warning of issues with service, or focuses attention on areas where communication, training, or changes in operations might improve delivery of products or services. Collecting this information allows

for ongoing, collaborative, and actionable communications between NARA and its customers and stakeholders. It also allows us to contribute feedback directly to improving program management.

We collect feedback in areas of service delivery such as timeliness, appropriateness, accuracy of information, plain language, courtesy, efficiency, and resolution of issues with service delivery. We use customer feedback to plan efforts to improve or maintain the quality of service offered to the public. If this information is not collected, vital feedback from customers and stakeholders on NARA's services will be unavailable.

We will submit a collection for approval under this generic clearance only if it meets the following conditions:

- The collection is voluntary;
- The collection is low-burden for respondents (based on considerations of total burden hours, total number of respondents, or burden-hours per respondent) and is low-cost for both the respondents and the Federal Government;
- The collection is non-controversial and does not raise issues of concern to other Federal agencies;
- It is targeted to solicit opinions from respondents who have experience with the program or may have experience with the program in the near future;
- It collects personally identifiable information (PII) only to the extent necessary and we will not retain it;
- We will use the information gathered only internally, for general service improvement and program management purposes, and do not intend to release it outside of the agency;

- We will not use the information gathered for substantially informing influential policy decisions; and
- Information gathered will yield qualitative information; the collections will not be designed or expected to yield statistically reliable results or used as though the results are generalizable to the population of study.

Feedback collected under this generic clearance provides useful information, but it does not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: the target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior to fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results, but do not fall under the current generic collection.

As a general matter, information collections under this generic collection request will not result in any new system of records containing privacy information and will not ask questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

Current actions: We currently have 13 surveys or other activities that have been approved by OMB under this generic ICR, are ongoing, and will continue through the renewal period. Some

of these surveys include the OGIS FOIA Program Compliance Review, NPRC Survey of Customer Satisfaction, and Training and Event Evaluations.

Type of review: Regular

Affected public: Anyone who uses NARA's services, programs, or facilities, including requesting personnel records, requesting historical, genealogical, or other archival records, using research rooms, requesting research or asking research questions, ordering and receiving reproductions, using FOIA dispute resolution services, using records management services, working with records management schedules, renting facilities, attending exhibitions, events, or open houses, using learning centers or educational materials, attending training, etc. This can include individuals and households, businesses and organizations, or state, local, or tribal governments.

Estimated numbers: Below, we provide estimates on surveys or other activities under this information collection for the next three years:

Estimated annual number of surveys or other activities: 20

Estimated total annual number of respondents: 225,000 (to the projected 20 surveys or other activities)

Average number of respondents per survey or other activity: 1,250

Annual responses per respondent: 1

Frequency of response: Once per request

Average minutes per response: 10

Burden hours: 37,500

Swarnali Haldar,

Executive for Information Services/CIO.